
JOB MATCHA

WAGE DISPUTE POLICY AND PROCEDURE

Introduction

The purpose of this policy is to provide employees with a procedure for addressing any problems or concerns they may have at work regarding their pay, where informal dialogue between the employee and their manager has not brought about a satisfactory resolution.

The Company reserves the right to engage an independent third party to assist at any stage of the grievance procedure.

Policy Statement

ed to fair and equitable treatment of all employees. We recognize that wage disputes may arise and have established this policy to provide a clear and transparent process for resolving such issues.

Dispute Resolution Process

Informal Resolution: Direct Communication: The employee should first discuss the wage dispute with their immediate supervisor or manager.

- Mediation: If the issue cannot be resolved informally, the employee can request mediation with a designated People Team representative or another neutral party.

2. Formal Grievance Procedure:

- Written Grievance: If the informal resolution is unsuccessful, the employee may submit a formal written grievance to the People Team
- Investigation: The People Team will conduct a thorough investigation into the matter, interviewing relevant parties and reviewing any supporting documentation.
- Meeting with Management: The employee will be invited to a meeting with The People Team to discuss the grievance and the findings of the investigation.
- Outcome and Appeal: The People Team will provide a written response, outlining the outcome of the investigation and any proposed resolution. If the employee is dissatisfied with the outcome, they may appeal the decision to a higher-level manager or a designated appeals committee.

Key Principles

- Fairness: All parties involved in the dispute resolution process will be treated fairly and impartially.
- Confidentiality: All information related to the dispute will be treated confidentially.
- Timeliness: The company will strive to resolve disputes promptly and efficiently.
- Non-Retaliation: The company will not retaliate against employees who raise concerns or file grievances.

Additional Considerations

- Relevant Legislation: The company will comply with all relevant UK employment laws, including the Equality Act 2010, the National Minimum Wage Act, and the Working Time Regulations.
- External Mediation: If necessary, the company may refer the dispute to external mediation or arbitration services.

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- **Record Keeping:** All documentation related to wage disputes, including grievance forms, investigation reports, and meeting notes, will be retained in accordance with company policy and legal requirements.

By following this policy and process, The Company aims to resolve wage disputes in a fair, timely, and effective manner, promoting a positive and harmonious workplace

Ex-employees

Should a grievance be raised by an employee leaving the Company, then wherever possible the grievance procedure will be concluded whilst they remain in employment. If it is not possible to conclude the procedure prior to their exit from the business, then it may be necessary to modify the procedure to complete it.

Should an ex-employee raise a grievance under this procedure, the Company reserves the right to modify the procedure outlined above.

Amendments to this policy

This policy is non-contractual and may be amended from time-to-time in line with changes to legislation and best practice.